



BAT
Industrial Products

INSIGHT

Newsletter No. 1

Partner's Comment



Scott Hudson
Joint Managing Director

Recently Barry, Troy and myself set down to review our goals for 2008. It was interesting to see that the goals were not just focused on expansion and growth, but to service, being able to supply product when required at competitive prices, keeping our customers informed and making sure that quality comes first with our product range.

Being able to achieve our goals has taken longer than expected but we are heading in the right direction.

To achieve our goals we have undertaken to:

- Identify items that will be Stocked and identify Indent Items (items that BAT will be able to supply but won't be on the shelf).
- Consolidate stock, reduce stock in areas that are in the last 10% of our sales. It has been unrealistic to have every item type for every customer and industry type.
- Increase stock of "A" and "B" items, these are our fast and medium moving items.
- Identify critical stock items and increase our maximum and minimum stock holdings.
- Put systems in place with our new ERP software to advise backorder, advance shipping notice.
- Arm our sales team with laptops, giving them access to answer questions on the spot if required.
- Create an additional role, Operations Manager. This will ensure BAT management have more direct contact with a key person in the stores.
- Set up bin locations for stocked items, benefiting our warehouse staff and ultimately the customer.

By introducing these steps, I am sure you will experience improvements in our service. Barry, Troy and myself are determined to see that these goals are achieved. I would appreciate your comments from time to time if we are letting you down, or if you are particularly pleased with the way in which the BAT team are going.

ERP System Update

Well what a rocky road it has been over the last 5 months. BAT has been hard at work implementing a new software system and I believe by the time May arrives, BAT and our customers will experience many improvements, some of which include:

- **The ability to control our stock holdings and classify our stock.**
- **Invoice Entry Notice - send an email back to our customer showing the data entry of the order, price confirmation and initial stock checks.**
- **The ability to send our customers Advance Shipping Notice, hence advising them that their order has been shipped and the freight, consignment note etc.**
- **Backorder report via email or fax to our customers if required.**
- **Sending quotes via email or fax.**

I would like to thank the BAT team for the efforts put in over the last couple of months. I am sure it will all be worth while once we iron out the bugs.



www.batind.com.au

Distributor Growth

Adelaide Belt and Hose

Well done Adelaide Belt & Hose.

Congratulations to the team at Adelaide Belt & Hose upon moving into their very flash new office and warehouse facility.

Jill and Malcolm Amos started Adelaide Belt & Hose 19 years ago, using a shared office and warehouse to serve the Vee Belt and Hose Industry. ABH now employs a total of nine staff and strive to provide superior solutions using the latest in equipment.

Adelaide Belt and Hose supplies parts and services to areas such as farming, air conditioning, factory maintenance, building and construction, petroleum distribution, quarries and mining, oil exploration, State and Local Government Departments, irrigation resellers and fire services.

In January 2007 Adelaide Belt and Hose moved into a new purpose built showroom/office warehouse that includes a hose assembly area that should see them into the future.



Chemtrans News

BAT has been nominated as the preferred supplier to Chemtrans for our complete range of products. In particular working closely with the Melbourne branch to develop a special range of Composite Hoses to suit the broad range of dangerous goods in which they carry. A list of these hoses is available upon request. For those who don't know, Chemtrans is a division of Scott and is a specialised transport operator with operations in Queensland, New South Wales, Victoria, South Australia and Western Australia. Operations include transportation by road, rail and sea. Their activities cover a broad range of bulk chemicals, liquids and explosives haulage. BAT is helping to ensure that the Chemtrans commitment is being enforced... **Safety>Performance>Peace of Mind...** with quality hoses, valves and fittings. We look forward to building and enhancing our relationship with all branches. Should anyone have any queries regarding a depot in your region please contact Eamonn McGuinness - 0410 317 849.

New Product Update

Sprinkler Skids



Part No. ISGSM03-020/5



Part No. ISGSL03-025/5



Part No. ISGSS03-015/5